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Travel Daily 

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLES and a front cover page from **Travel Daily Training Academy**.

Air NZ hits back

AIR New Zealand has denied claims that a restructure it confirmed this week, which will see 3,500 jobs made redundant, had been made too quickly or without proper consultation.

The carrier was responding to a release published by NZ union E tu, which included damning assertions from an anonymous crew member which claimed Air NZ had acted in a "rushed, overbearing, heavy-handed, and uncompromising" manner when undertaking the cuts.

However the airline told *Travel Daily* that it had been forced to undergo a program of cost reduction brought on by COVID-19, and has done so in a consultative fashion with staff.

"This process has not been rushed and consultation has been very comprehensive and in good faith," the carrier said.

"We started talking to staff and unions about these issues nine weeks ago and have done everything possible since then to collaborate and reduce the number of compulsory redundancies, including calling for voluntary exits, leave without pay...and Government wage subsidies."

TD training academy launch

THE BUSINESS Publishing Group (BPG) has today unveiled a new option for suppliers, tourism boards and other organisations to grow product knowledge among the Australian and New Zealand travel agent community.

The new *Travel Daily* Training Academy is an advanced online platform which allows the creation of courses for the industry, complete with participant tracking, leader boards, completion quizzes and the ability to incentivise users.

Training packages come complete with ongoing marketing across the BPG portfolio including *Travel Daily*, *travelBulletin*, *Cruise Weekly & Business*

Events News to ensure ongoing awareness and encourage participation.

"While travel demand is suppressed due to COVID-19, we've seen many of our readers hungry to boost their product knowledge so they are making the most of the downtime," said BPG Publisher, Bruce Piper.

"We know many suppliers and destinations already have great training platforms, but there are also others who are now closely looking at how they can boost industry knowledge to capitalise on the post-COVID rebound."

He said the *Travel Daily* Training Academy provided a new, highly cost effective option, with the unique proposition of packaged marketing to boost the return on investment.

A website outlining the offering is now live at training.traveldaily.com.au and for more details see the **cover page** of today's *TD*.

Livn appointment

TOURS and activities network Livn has welcomed Aleta Hunt as its new Head of Partnerships.

Hunt joins Livn from her most recent role at listed transfer marketplace Jayride where she managed a range of B2B deals with players such as Expedia and SkyScanner.

In her new Livn role Hunt will be responsible for identifying and building partnership opportunities with global industry leaders, driving strategy to support the company's growth plan particularly as travel demand recovers - initially with domestic, local and inter-regional content.

More appointments on **page 6**.

More cruise delays

SEVERAL major cruise brands overnight extended their pauses of operations, including Royal Caribbean, Celebrity, Azamara, Norwegian, Oceania and Regent Seven Seas.

The companies are now flagging an 01 Aug resumption, with the update leading to the cancellation of a number of departures.

Further delays have also been flagged for the maiden cruise of Virgin Voyages' *Scarlet Lady* which is now scheduled to depart on 16 Oct this year.

In a market update overnight, Royal Caribbean CEO Richard Fain also detailed the company's "Healthy Return to Service Program", including measures such as enhanced screening and a push to ensure destinations comply with health requirements.

The company is reviewing all aspects of onboard operations, including a potential revamp of the traditional shipboard buffet.

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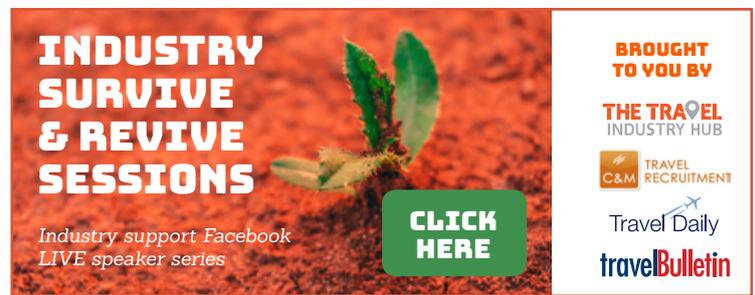
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Smith named CLIA Chair

CRUISE Lines International Association (CLIA) Australasia has appointed local Royal Caribbean chief Gavin Smith as its new Chairman (**TD** breaking news), replacing the outgoing Sture Myrmell in the role (**TD** 20 May).

Smith is no stranger to the position, having served as CLIA Australasia Chairman from 2011 to 2015, and also enjoying a stint on the CLIA Europe Board from 2016 to 2019.

CLIA Australasia Managing Director Joel Katz said that the appointment of Smith arrived at one of the most crucial periods in the cruise sector's history, with his depth of experience a major asset in establishing a successful foundation for the future.

"Gavin Smith has been a well-known and respected leader for our industry for several decades, having been a key player in the growth and evolution of cruising in Australasia and the South

Pacific," Katz said.

"He will provide invaluable guidance for our organisation as we work to confront the unprecedented challenges ahead of us and rebuild confidence through the new health measures cruise lines are developing."

Smith will head up a new Executive Committee, comprised of a formidable collection of industry leaders.

These include: Stuart Allison, Princess Cruises; Ben Angell, Norwegian Cruise Line; Sarina Bratton, Ponant; Lynne Clarke, MSC Cruises; Steve Odell, Regent Seven Seas Cruises & Oceania Cruises; Andrew Millmore, Windstar Cruises & Virgin Voyages; as well as outgoing Chair, P&O Cruises and Carnival Australia's Sture Myrmell.

Katz also paid tribute to Myrmell during CLIA's AGM yesterday, describing him as a "big part" of the region's success.

QR AA codeshare

AMERICAN Airlines and Qatar Airways have renewed their codeshare agreement, with the expanded pact seeing the QR code placed on a range of AA's US domestic services.

Pending government approvals, AA will also codeshare on Qatar Airways non-stop and connecting flights to and from the US via Doha, giving American Airlines customers access to a range of new destinations in the Middle East, East Africa, South Asia and South East Asia which are not currently served by AA.

American has also flagged "exploring the addition of service from the United States to Doha," while the carriers will "discuss new ways to further their partnership through expanded commercial cooperation that will enable long-haul growth for both airlines".

American Airlines and Qatar Airways are both members of the Oneworld alliance.

HK down 99.9%

VISITATION to Hong Kong continues to languish, with official figures released this week showing just 4,100 arrivals in Apr.

That compared to a whopping 5.57 million visitors in Apr 2019.

For the first four months of the year tourist arrivals are down more than 85%, with coronavirus compounding inbound markets already depressed by civil unrest.

More TTIH webinars

FOLLOWING on from his popular webinar chat with *Travel Daily's* Publisher Bruce Piper last week (**TD** 12 May), The Travel Industry Hub's (TTIH) MD Richard Taylor will today talk to Unique Cruises' Walter Nand and tomorrow with TTIH co-founder Luke Crawford about how their own company is tracking during the pandemic.

Register for today's session at 1,00pm AEST by **CLICKING HERE**.

NOW'S THE TIME TO ❤️ NSW

#LoveNSW

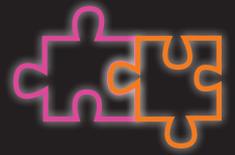
While Australians can only dream of their next holiday we're inspiring them with everything we love about NSW.

And when they're ready to travel again, you can help their dreams come true.

Thank you for your support.

[Click here](#) to receive all the latest industry news and information on travel in NSW.





Regent's return

REGENT Seven Seas Cruises has announced a Return with Regent promotion, encouraging bookings via an extended "cancel for any reason" policy offering a 100% cruise credit for cancellations up to 15 days before departure.

Valid for new reservations made by 31 Jul 2020 and applicable to all Regent sailings until the end of 2022 to all destinations and on all voyages, the offer also includes 10% reduced deposits and a US\$1,000 per suite onboard credit.

Tripfuser funding

GLOBAL travel marketplace Tripfuser has successfully raised more than \$4.5 million in new funding, with the latest round led by the Royal Automobile Club of Victoria (RACV).

The move has also seen former iSelect and Compare the Market CEO, Matt McCann, locked in as Tripfuser's new CEO.

RACV Executive GM - Leisure Craig Peachey has joined the company's board, while two of Tripfuser's four founders, Matt Beard and Len Cordiner, have stepped back from their exec roles.

We want Fiji in bubble

AUSTRALIA'S High Commissioner to Fiji John Feakes has revealed plans to include Fiji in the Australia's proposed trans-Tasman bubble with New Zealand.

Speaking at a press conference in Suva yesterday, Feakes noted that while Australia had not yet eliminated the COVID-19 threat entirely, plans were afoot to include the popular destination in its insulated tourism strategy.

"As you're probably aware, there are active coronavirus cases in Australia but once the work is done to open up the trans-Tasman bubble, we will look very quickly at including Fiji in that as well," he said.

"Our public health people will have to establish the protocols and procedures to allow travel to take place, but I think the hard work would take place between Australia and NZ and once that work is done, it will be very easily applied to Fiji," Feakes added.

Fiji's Minister for the Economy, Aiyaz Sayed-Khaiyum, confirmed his country's desire to join the trans-Tasman travel bubble, but

only when proper protocols had been created making it safe.

"We want to know what we can do in the meantime to prepare in the event, or when it does actually open up, so we need to be all geared up for that, whether it's regulatory frameworks in respect of medical protocols etc that may need to be developed so we can start those conversations now," he said.

Fiji closed its borders to all international passenger flights back in Mar, last week extending that closure until the end of Jun.

ATG extends pause

THE APT Travel Group (ATG) has today confirmed all of its domestic and international touring and cruising continues to be suspended until 31 Jul.

In addition all of ATG's Canada and Alaska touring is now scheduled for an 01 Oct resumption, with the company offering a future holiday credit equal to 100% of the amount paid on the booking, including the company absorbing any applicable third party fees.

The credit is valid for travel through to the end of 2022, can be used for multiple bookings and can be transferred to another person; however it is not redeemable for cash.

Due to the urgent nature of the suspensions, ATG's various brands will be contacting guests on behalf of agents via email today, and by phone from tomorrow, in departure date order.

Customers will be advised to contact their agents to redeem their future credits when they are ready to do so.

ATG MD Chris Hall has also confirmed that all funds paid to the company by agents are held in a separate bank account meaning that "all funds with us for future travel are safe and used only for payments related to your clients' future holidays".



Window Seat

A UNITED Airlines pilot who was embarrassingly exposed by a one-way window is now suing the airport hotel for letting the situation occur.

Andrew Collins was wrongfully arrested for indecent exposure in 2018 while standing naked in front of his hotel room window located at the Westin Denver International Airport, which, unbeknownst to him, overlooked a busy concourse where people could see in but he could not see out.

Collins was speaking on the phone in his birthday suit in front of the window during a stopover for a sustained period of time, when armed police stormed his room to arrest him.

Collins successfully argued that being naked inside a hotel room is not an offense, and was awarded a \$300,000 payout for the reputational damage.

Prof warns of risks

PROFESSOR Marylouise McLaws, an epidemiologist and infectious disease expert at the University of New South Wales, has criticised Qantas for planning not to reduce passenger numbers on flights or make the wearing of masks mandatory (**TD** 19 May).

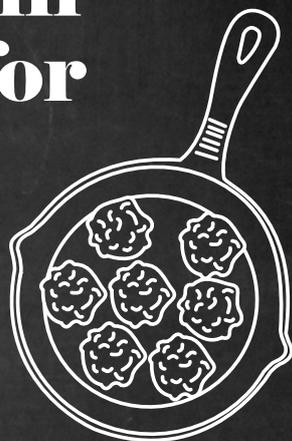
McLaws has contested Qantas' claim that masks should be worn for "peace of mind" only, suggesting it downplays the risk that COVID-19 poses to Australia.

"I think that statement fails to fully and overtly acknowledge that Australians are still at risk of COVID-19, the virus is still out there and we are nowhere near zero," she said.

"Going to the bathroom [on a flight] is a human right, you can't stop people doing that...I can't see how going down the aisle to get to the bathroom is in any way not increasing your risk".

We're still hungry for recipes

Keep submitting your mince and meatballs recipes for our weekly feature so we can travel the world with our tastebuds.



[CLICK HERE](#)

Travel Daily

Road trips to surge

FIGURES released today by “road travel experience” app CamperMate have confirmed expectations of a big demand jump for day trips and domestic overnight stays as COVID-19 restrictions are eased.

CamperMate CEO Nick Baker said the app was downloaded by 5,000 new users last week alone, while so far in May demand has jumped at least 140% each week.

“The current triple-digit growth rate in users of the app is very clear to us and demonstrates there are genuine green shoots in the road back for tourism,” he said.

Baker, who also heads up RedBalloon, said CamperMate’s new in-trip booking platform gave users a range of options while on the road, along with real-time updates on travel warnings or area closures along with localised updates on offers, accessibility, weather and travel conditions.

The CamperMate app is available free for iOS and Android platforms, and is supported by key players in the industry including Jayco & Discovery Parks Australia - campermate.com.au.

PR’s Perth plan

PHILIPPINE Airlines is now planning to debut its new non-stop services from Manila to Perth from 26 Oct this year.

The four weekly A321neo flights were originally scheduled to commence on 30 Mar.

QTIC welcomes cash

THE Queensland Tourism Industry Council (QTIC) has saluted the Queensland Government for allocating \$50 million to the sector as part of the state’s tourism recovery package (**TD** 19 May).

“The tourism industry must be and will be a vital component of Queensland’s economic recovery,” said QTIC Chief Executive Daniel Gschwind.

“The \$50 million tourism package announced to support tourism businesses, as well as the \$100 million grant program made available for small businesses will inject some hope,” he added.

Funds will be channelled towards the sector retaining jobs and allowing operators to create new travel experiences.

Having trouble unpacking the government stimulus packages and how they can help your business? Read the May issue of *travelBulletin*.

CLICK to read **travelBulletin**



Planeterra fills tourism void



PLANETERRA Foundation, the non-profit partner of G Adventures, has launched a “Turn Travel into Impact from Home” campaign with the aim of raising \$50,000 to help communities hardest hit by the downturn in travel and tourism.

Locals in many areas are being severely impacted, and Planeterra works with some of the most impoverished communities across the globe in 85 project which support the livelihoods of 65,000 individuals.

The new campaign has already raised \$15,000 in the last two weeks, with the non-profit transferring grants to six of its local partners to help support basic community needs including

food and medicine.

One of the programs supported is the Jia Community Restaurant in China (**pictured**) which has transformed into a delivery and distribution centre for masks and thermometers to nearby villages.

Donations can be made online at planeterra.org/covid-19.

UA “CleanPlus”

UNITED Airlines has launched a new partnership with disinfectant brand Clorox as well as medical group Cleveland Clinic to create United CleanPlus with the goal of “delivering an industry-leading standard of cleanliness”.

The initiative covers UA’s new cleaning, safety and social distancing protocols including touchless kiosks in some locations for baggage check-in, sneeze guards, mandatory face coverings, and more customer options for fuller flights.

Onboard catering in Economy class will switch to an “all in one” snack bag including a wrapped sanitiser wipe, while enhanced cabin sanitisation will feature electrostatic spraying.

Pax will also be able to choose alternative flights on any service expected to operate at more than 70% capacity.

Vegas testing

RESORT and gaming properties in currently shut down Las Vegas have banded together to provide COVID-19 testing for employees before they return to work.

The initiative is being conducted in partnership with the Las Vegas Convention Center, the University Medical Center and the Culinary Health Fund, with testing to be conducted as properties re-open following the direction of Nevada State officials.

Catch up on the news of the week



Travel Daily

CLICK HERE TO LISTEN

France word search

G	Y	D	U	M	B	J	E	P	Y	T	K	B	B	M
P	W	Z	D	N	N	S	E	D	P	L	D	N	A	C
M	X	W	K	Y	C	K	N	U	O	S	S	E	G	R
K	O	P	W	A	R	U	L	T	E	E	D	M	U	U
L	S	S	R	Y	G	P	R	I	I	W	T	A	E	Q
J	E	G	E	R	O	E	N	F	C	U	I	D	T	L
E	O	E	U	Y	B	E	F	D	U	X	G	E	T	J
T	N	B	C	M	S	E	L	L	I	A	S	R	E	V
V	U	G	E	I	L	T	I	R	H	O	W	T	I	P
S	L	M	A	T	N	X	U	A	E	D	R	O	B	A
O	A	O	O	P	R	I	V	I	E	R	A	N	H	R
C	V	W	U	Y	M	B	A	S	T	I	L	L	E	I
O	E	J	W	V	N	A	C	B	Y	C	J	V	H	S
R	I	G	Q	R	R	C	H	F	B	T	Y	V	B	J
E	R	I	O	L	N	E	C	C	N	J	Q	R	J	M

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

- | | |
|-------------|------------|
| BAGUETTE | LOIRE |
| BASTILLE | LOUVRE |
| BORDEAUX | NICE |
| BURGUNDY | NOTREDAME |
| CAMEMBERT | PARIS |
| CHAMPAGNE | RIVIERA |
| EIFFELTOWER | SEINE |
| ESCARGOT | VERSAILLES |

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 18 Oct 2012:

THERE'S an old saying that says "Don't bite the hand that feeds" - well in this case, it **WAS** the hand that fed, and it has now come back to bite HIM.

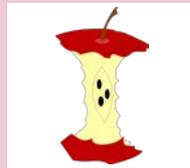
A Florida tour guide has had his hand bitten off and swallowed by an alligator, with the guide now being charged under Florida law for illegally feeding the reptile.

Wallace Weatherholt was conducting a tour of the Florida Everglades and was holding a fish over the side of the boat to try and attract alligators, but gave his guests a bit of extra value for their money when a 3m 'gator' leapt out of the water unexpectedly, took the guide's fish...and his hand.

For the "crime", Weatherholt could be fined up to US\$500 or given a possible jail sentence.

Pub quiz

1. What country claims to have a sea monster living in its Lake Storsjon?
2. What warm Atlantic current keeps many northern European ports free of winter ice?
3. What strait separates Tierra del Fuego from mainland Argentina?
4. Which is America's largest state by area?
5. Which former leader's thoughts were set out in *The Green Book*?
6. What is the only surviving member of the Seven Ancient Wonders of the World?
7. What Las Vegas hotel did American mobster Bugsy Siegel open on the main strip?
8. What is the longest river in the United States?
9. Which country has the world's longest coastline?
10. What location on the Danish island of Sjaelland is the setting for Shakespeare's Hamlet?
11. What place does this collection of pictures spell out?



+



+



Where in the world?



NO IT'S not Hogwarts, though Harry Potter fans may know where this is as it was used as a location for some of the films.

As well as being a set for many other films, it has a long and famous history.

Do you know where this is?

ANSWERS 20 MAY

Pub quiz: 1 Veal, 2 Cancer, 3 Haiti, 4 Arnold Schwarzenegger, 5 France, 6 The Alps, 7 Maine, 8 Australia, 9 The Florida Keys, 10 Mt Cook, 11 Columbia (column + bee + ahh)

Whose flag is this: Belgium

3	1	9	6	2	8	4	5	7
4	6	2	5	1	7	9	8	3
8	5	7	4	9	3	2	1	6
7	2	5	3	8	4	6	9	1
6	9	4	1	7	2	8	3	5
1	3	8	9	6	5	7	4	2
2	4	3	7	5	9	1	6	8
5	8	1	2	4	6	3	7	9
9	7	6	8	3	1	5	2	4

Abu Dhabi cleans up act



THE Department of Culture and Tourism – Abu Dhabi has launched a new “safe and clean” certification program to help boost its appeal with tourists, heralded by the city’s government as a first-of-a-kind initiative for the region.

The move will see all businesses in the tourism sector required to meet a strict new hygiene criteria using standardised measures.

Protocols will include overhauling each company’s disinfection programs, with inspections then carried out to award certification.

“Our priority is to ensure that our residents and visitors feel safe and comfortable in Abu Dhabi,” said Executive Director of Tourism and Marketing at DCT Ali Hassan Al Shaiba.

“Hygiene and cleanliness have risen to become vital factors

considered by all individuals today, we believe that it is imperative for all institutions and businesses to elevate and then maintain hygiene standards,” he added.

EasyJet cyber hack

BRITISH budget airline EasyJet has revealed it was targeted by a major cyber attack earlier in the year, compromising the data for nine million of its customers.

The airline said it had contacted customers who had been affected by the attack, with stolen details ranging from credit card numbers, email addresses and travel schedules.

EasyJet described the perpetrators as being “highly sophisticated”, with reports suggesting a criminal network in China may have been responsible.



Visit Finland push

VISIT Finland is enabling eager travellers to “Rent a Finn”, with the aim of inspiring greater future travel to the country.

The initiative will showcase the Finnish way of life, offering a series of virtual interactive learning and social encounters, include live broadcasts hosted by Finnish guides.

Sessions include Spend Time with a Finn, Eat with a Finn, Relax with a Finn, and Be Active with a Finn, and you can also apply for an exclusive one-to-one session with the Virtual Happiness Guides.

“During these uncertain times, we want to give people the opportunity to learn about the secrets of Finnish happiness regardless of place or time,” said Visit Finland Executive Director Paavo Virkkunen.

Dreaming of Mexico

DREAM Hotel Group has partnered with real estate development group Los Amigos to operate three new properties in Tulum, Mexico.

The trio of new locations will be called Central Park Lagunas by Dream Hotel Group Tulum, Central Park Rios by Dream Hotel Group Tulum and The Beach Club by Dream Hotel Group Tulum, adding a total of 217 rooms to the company’s capacity.

“We look forward to developing additional locations in one of the world’s most desirable beachfront destinations,” said Dream Hotel Group’s Chief Operating Officer Marc Levy.

The first property will open later in the year, with subsequent openings flagged for 2021 and 2022, expanding on its current global portfolio of 16 hotels.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Marcel Holman has been appointed to the role of Managing Director for **The Langham, Hong Kong**, as well as Regional Vice President, Operations - China for **Langham Hotels and Resorts**. He was previously the VP, China for **The Sukhothai Hotels & Resorts**.

Disney has appointed **Josh D'Amato** as its new Chairman of Parks, experiences and Products. D'Amato only recently took over as Walt Disney World President following a stint as Disneyland Resort President.

Paul Stone has taken on the Chief Executive Officer role with **Hertz**. He steps into the position following reports the company is preparing for bankruptcy, departing his previous position as Executive Vice President & Chief Retail Operations Officer for North America.

The State of Israel has announced the appointment of **Asaf Zamir** as its new Minister of Tourism. He succeeds Yariv Levin in the role.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)

